

## HotFix KB517014 - SMS and Multimedia Reporting fixes

### PROBLEM

This Hotfix addresses multiple issues:

- SMS Reply Templates were not being show in Web Ignite
- Chat Reports were pegging more chats Handled than Answered by Agent Group
- Historical and Real-Time were giving conflicting Service Levels

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.1.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.3.1.0** and **HotFixes**.
6. Download the **KB517014** HotFix to the MiContact Center server.
7. Double-click the **KB517014** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this Hotfix will restart the MiContact Center services. To avoid service interruption please install this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCCB 9.3.1.0

**Keywords:** Hotfix KB517014 517014 SMS reply template chat report service level

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<http://micc.mitel.com/kb/KnowledgebaseArticle52682.aspx>

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